

Nevada Care Campus Shelter FAQs

Access & Usage

1. When will the Nevada Cares Campus open?

The Campus is *anticipated* to open on May 17, 2021.

2. Who does the Nevada Cares Campus serve?

The Campus is currently designed to primarily serve the male population. Guests have access to the facility 24 hours a day, 7 days per week. Those who work varied shifts may sleep as their schedule permits. A designated section has been reserved for couples and guests with pets. Additional details on this section of the shelter to come.

3. What barriers to access will exist?

The Campus is as low barrier as possible. The rules in place exist to keep shelter guests and staff safe. Drugs, alcohol, and/or weapons are not permitted on the Campus. Violence, theft, and/or damage to the property will not be tolerated.

4. What barriers exist for couples?

Any two guests identifying as a couple will be permitted. Guests in the couple's area will follow the same rules as all other shelter guests. Additional details on this section of the shelter to come.

5. Is case management available for guests?

Case management staff will be available to any shelter guest who would like to participate in case management. At this time they are not available 24 hours a day, 7 days, but support staff are available 24 hours a day, 7 days per week and will assist shelter guests as needed.

6. What is the intake process?

Upon arrival, guests meet with a case manager. A crisis needs assessment will be conducted and diversion from the shelter will be attempted. If shelter is the only safe option then a full intake will be completed and a bed and locker will be assigned. Any remaining property will be

stored in the storage unit. Intakes are completed 24 hours a day, 7 days. If a case manager is not available, one will be assigned the next business day.

7. What are the consequences if someone does not follow the rules?

Violence will not be tolerated and the guest will be asked to leave. The length of time will depend on the nature of the violence. If drugs or alcohol are bought, guests will be informed they are not permitted and will be offered disposal to items. Weapons will not be allowed, we will offer to store the item, however will not allow them to keep it on their person. Most times the situation will be de-escalated and will result in “a cooling off period”.

8. What are the rules for pets?

Pet policies and procedures are currently under development, as well as a partnership with Washoe County Regional Animal Services. Additional details on this section of the shelter to come.

Guest Services

9. Are bathrooms and showers individual private stalls?

Yes, a total of 22 showers and 26 bathrooms are available on site, including ADA compliant units. The facilities will be designated by the population accessing the shelter. Toiletries are provided.

10. Are meals provided on site?

Yes, breakfast, lunch, and dinner will continue to be provided by Catholic Charities and the Reno Sparks Gospel Mission. Meals are provided at designated times daily. Anyone needing accommodations can make a request with Volunteer of America staff. The Campus will also have several hydration stations.

11. Will there be security presence on site?

A contracted security company is on site 24 hours a day, 7 days per week to monitor the safety at the Campus. Law enforcement will have a presence on Campus, only if the nature of an incident involves illegal activity.

12. Is there a guest stay limit?

No. We encourage guests to work with case managers on site to help facilitate housing options.

13. Are they assigned a bed indefinitely?

Yes. Guests keep the same bed each night while they reside at the shelter. Bedding is provided.

14. Are daily check-ins required?

Yes. Guests will be required to check in as they come and go in order to know who is in the facility. There are no restrictions to re-enter.

15. Does spacing follow CDC COVID-19 social distance guidelines?

Yes. The shelter provides ample space and public spaces are regularly sanitized.

16. Are there established quiet hours?

Quiet hours are after 10 pm in sleeping areas only. Indoor and outdoor sitting areas will be available 24 hours a day, 7 days per week.

17. What are the rules for belongings and personal possessions?

The shelter has 450 lockers. Guests will be assigned a locker with a combination lock. Additionally, if needed, each guest will be assigned a storage bin that will be held in the storage area that will hold 20 gallons worth of items.

18. Is there mail service?

Currently mail will still be offered at the Community Assistance Center, located on Record Street. Procedures are in the works for transferring the mail to the Campus.

19. Is there free phone and internet service?

Not at this time.

20. Will laundry services be available?

Laundry facilities will be available to all shelter guests. Currently, the laundry facilities will remain at the Community Assistance Center, located on Record Street. This is a free service and soap is provided.

21. Will transportation services be available?

Guests who are participating in case management may be provided with bus passes by their case manager as needed. Passes may also be available for appointments and to get to work.

22. Will guests have access to medical care?

Case management staff will refer shelter guests for health services as part of their case plan.

Shelter Administration & Operations**23. Who will staff and operate the Nevada Cares Campus?**

Currently, Volunteers of America is the contracted shelter operator and the Housing and Neighborhood Development Division of the City of Reno provides oversight for shelter operations and conducts an annual performance audit. Learn more about [Volunteers of America](#).

24. What are the staffing ratios?

A variety of staff will be present at the Campus at any given time. Support staff will provide assistance at a ratio of 1 per 50 shelter guests. Case Management staff will be available to any guest who would like to participate. Management is available on site to provide supervision and assistance as needed.

25. What type of training does the operator receive?

The operator is responsible for training staff. Currently, staff receives training on the following: First aid and CPR, ethics and boundaries, sexual harassment, assault, consent, harm reduction, suicide prevention, and de-escalation, among others.

26. What is the discrimination/harassment policy?

Volunteers of America's employees will not discriminate against clients based on religion, race, color, familial status, national origin, gender, sexual orientation, disability, creed, or age. Staff must follow standardized eligibility procedures and only provide services to individuals who meet those standards.